



Ladbury Towers

Weekly newsletter

13 July 2018

Sarnsfield House & Peterchurch House – Door Entry System

We were delighted to hear last week that the work to reinstate the door entry system at Sarnsfield and Peterchurch Houses has been successful.

This is really good news for the very patient residents.

The staff in the Ledbury Team will start processing the service charge refunds this week.

Refurbishment Questionnaire

Thank you so much to those residents and former residents of the Ledbury Towers who have returned the questionnaire that we sent out last weekend.

The questionnaire is asking for residents to let us know which of the four refurbishment proposals that were developed they prefer.

Residents have until **Sunday 22 July 2018** to return this questionnaire.

Sylvan Grove Communal Garden

We have heard from some responsible dog owners that someone is allowing their dog to foul the communal garden.

This is not acceptable. Any dog fouling in any communal area must be cleaned up by the owner.

The Resident Services Officer for Sylvan Grove is Andrew Johnson.

Any concerns with regard to dog fouling should be addressed to Andrew. He can be contacted on **020 7525 2534** or **07535 541329**.

Churchyard Row

We now have the layouts of the new development at the Elephant and Castle called Churchyard Row, which will soon be ready.

There is a total of 79 homes for social rent made up of:

- 27 x One bed homes
- 35 x Two bed homes
- 17 x Three bed homes

These homes will be advertised through the Homesearch bidding website and allocated to Ledbury tenants based on the priority band, number of stars and then the date registered. This is the same process used to allocate the Sylvan Grove homes.

We do not yet have the details of the full weekly rent and service charges. Once we have this information we will communicate this immediately to residents with the full specifications of the block.

However we have the layouts and they are on show in the Ledbury TRA Hall for anyone who is interested.

Ledbury Summer Fete – car park

The annual Ledbury summer fete will be taking place on Saturday 28 July, 2018, on the car park outside 1-28 Pencraig Way.

As a result the area needs to be kept completely free of all vehicles from the evening of Friday 27 July until the evening of Saturday 28 July.

Problems with heating or hot water?

If you have any problems with your heating or hot water you can still report it to the housing staff at the TRA Hall on the Ledbury Estate.

The housing staff at the TRA Hall can be contacted on **020 7732 2886** or **020 7732 2757**.

Depending on the problem, they will contact either Southwark Council's Contact Centre or Engie (formerly known as Keepmoat) on your behalf to get the job raised and in turn they will arrange for an engineer to attend your property.

Leaks and issues with radiators?

If you have a leak or problems with your radiator, you will need to contact the Southwark call centre on **0800 952 4444** or **020 7525 2600**.

They will give you a reference number, which will enable you to track the progression of the job raised.

Local police sessions

PC Moroz, the Dedicated Ward Officer (DWO) for the area will be holding occasional hour-long contact sessions in the Ledbury TRA Hall so residents can meet with their local PCs.

Date	TIME
18/07/2018	11.00- 12.00
25/07 2018	18.00- 19.00
31/07/2018	11.00- 12.00
08/08/2018	11.00- 12.00
15/08/2018	11.00- 12.00
22/08/2018	11.00 –12.00
29/08/2018	18.00- 19.00

Warning re bottled gas

It remains vitally important residents do not bring any bottled gas or gas appliances into the tower blocks; we have been advised that the buildings will not withstand the force of a gas explosion.

Fire wardens will also be monitoring to check that no gas canisters are bought into the buildings.

Reminder on Oxygen cylinders

One of the issues that could jeopardise safety is the use of oxygen cylinders in the blocks. This means that no visitors to the blocks will be able to come in if they require an oxygen cylinder.

From the home visits we have carried out it is clear that, at present, no current resident has the need to use an oxygen cylinder.

However no one knows what their health will be in the future. If an issue arises with your health that means that you will need to have use of an oxygen cylinder, please speak to your doctor and then let your Resident Service Officer (whose contact details are on the back pages of the newsletter) know immediately so we can work with you to ensure your health needs are catered for.

Non-resident leaseholders are being asked to make sure their tenants in the block are also aware of both of these issues.

Housing updates:

This autumn the council will be making a decision on the future of the Ledbury Towers.

Whatever decision is taken, all residents in the tower blocks will have to leave their homes for a period – either while major strengthening and refurbishment works are carried out, or for demolition and rebuild.

At the moment residents are under no pressure to move as any works are unlikely to start until 2019, and all residents will have the right to return to the estate.

Please note that properties are not allocated according to the time you bid. They are allocated by our colleagues in the allocations team according to Southwark Council's lettings policies. Ledbury Towers residents are in Band One, and the properties are allocated by how many stars each applicant has, then by

application date and finally by your tenancy date. When you bid, your position may change depending on other applicants' stars, application date or tenancy date. If you need help with bidding or you think your application can attract stars because you or someone else in your household is working or carrying out voluntary work for more than 16 hours a week, do not forget to come in and see the Ledbury Team for help.

Offers

- 139 empty properties
- 9 offers made and accepted and awaiting move in dates.
- 4 households in 1st position and viewing pending.
- 2 household finished within 2nd and 3rd positions and awaiting confirmation of viewing results from 1st applicants.
- 163 offers refused following viewing/second thoughts after bidding cycle.

Ledbury webpage

Don't forget! Everything we have issued to residents, including these newsletters and answers to frequently asked questions,, will also be uploaded to our website at www.southwark.gov.uk/Ledbury

Independent Tenant and Leaseholder Advisors

The Tenants and Residents' Association and the Ledbury Action Group agreed the appointment of Neal Purvis from Open Communities as the Independent Tenant and Leaseholder Advisor for the Ledbury Estate.



Neal Purvis

Neal holds drop in sessions for residents in the TRA Hall on Thursdays - 2pm to 4pm.

Or if you would like to arrange a home visit you can contact Neal, or the rest of the Open Communities team, on 0800 073 1051.

The Ledbury Team

With the heating and hot water works complete our colleagues from other teams have returned to their substantive roles, leaving just the Resident Services Team fulltime and Housing Applications Team part time based at Ledbury.

You can contact the Ledbury team at the Ledbury TRA Hall by calling **020 7732 2757** or **020 7732 2886**.

Staff that are permanently based on Ledbury are:



Mike Tyrrell – Director of Ledbury Estate.

mike.tyrrell@southwark.gov.uk



Ricky Bellot – Housing Applications

ricky.bellot@southwark.gov.uk



Olive Green – Resident Services Manager

olive.green@southwark.gov.uk



Hema Vashi – RSO for Bromyard

Tel: 07852 766058

hema.vashi@southwark.gov.uk



Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith

Tel: 07984 144224

sabdat.ibn-ibrahim@southwark.gov.uk



Sharon Burrell – RSO for Sarnsfield

Tel: 07432 738774

sharon.burrell@southwark.gov.uk



Modupe Somoye – RSO for Peterchurch

Tel: 07903 281390

modupe.somoye@southwark.gov.uk

The following staff are no longer permanently based on Ledbury, but are still supporting the Ledbury Team to ensure that residents concerns are responded to swiftly:



Cheryl Russell – Area Manager Central

cheryl.russell@southwark.gov.uk



Tony Hunter – Head of Engineering

tony.hunter@southwark.gov.uk



Abigail Buckingham – Design and Delivery Manager

abigail.buckingham@southwark.gov.uk



**Sharon Shadbolt – Project
Manager**

sharon.shadbolt@southwark.gov.uk



Kim Hooper – Communications

kim.hooper@southwark.gov.uk



**Gary Wallace – Homeowners
Operations**

gary.wallace9@southwark.gov.uk

